

“

There's not many opportunities
[for work] in this area.”

“

If I had a car on the road
right now, I would have no
problem getting a job.”

“

The city only
has so much
money.”

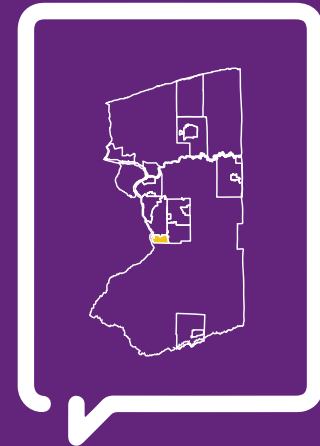
INSIGHTS

FROM

RESIDENTS

CITY OF Lackawanna

JUNE 2020



Numbers in Need

IN BUFFALO NIAGARA



A Mobile Safety Net Team
initiative established by
The John R. Oishei Foundation



Prepared by



University at Buffalo

Regional Institute

School of Architecture and Planning

City of Lackawanna

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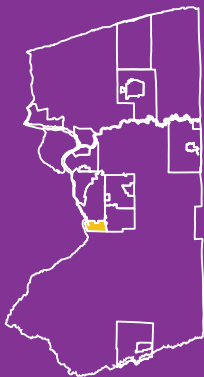
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Numbers In Need is an initiative designed to strengthen the safety-net of human services in Buffalo Niagara communities that are most in need.

Visit NumbersInNeed.org

About this Report

This report offers a snapshot of findings for the City of Lackawanna with new data on the community's population that lives in or near poverty. It includes the perspectives of human services providers, the landscape of providers, and strategies that could strengthen the safety-net for individuals and families.

Research in this report was led by the University at Buffalo Regional Institute in partnership with the Mobile Safety-Net Team. It was commissioned by The John R. Oishei Foundation. This work updates and expands upon a community report completed by the research team in 2014.

A Mobile Safety Net Team
initiative established by
The John R. Oishei Foundation



Prepared by  **University at Buffalo**
Regional Institute
School of Architecture and Planning

Defining Need

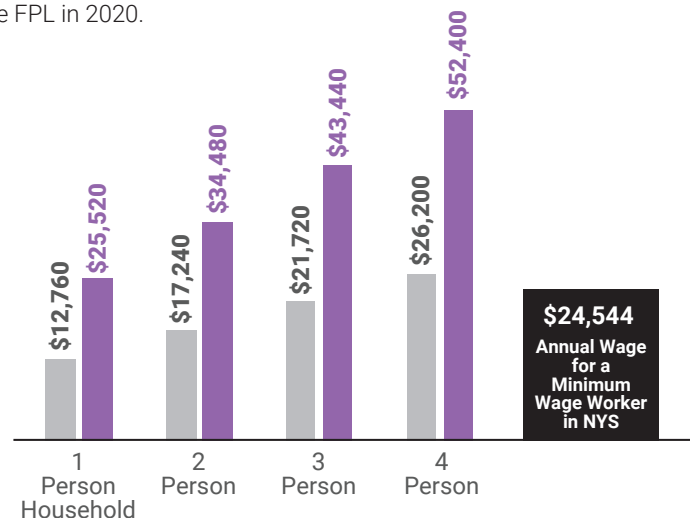
More than 9,300 residents in Lackawanna live in or near poverty with incomes below 200% of the federal poverty line.

The federal poverty line (FPL) is \$12,760 for a household of one, \$17,240 for a two-person household, \$21,720 for a family of three, and \$26,200 for a family of four. A single parent of two who works full-time, year-round at the minimum wage in NYS (\$11.80 per hour or \$24,544 a year) earns an income just above the FPL in 2020.

The FPL is adjusted annually by the federal government and varies by household size. It is often used to determine eligibility for programs that assist individuals and families with basic living expenses such as food, utilities, and rental housing. Households with incomes that exceed 200% of the FPL (up to \$52,400 for a family of four) generally do not meet income guidelines for most programs.

Federal Poverty Guidelines, 2020

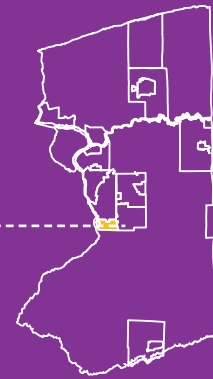
■ Federal Poverty Level
■ 200% of Federal Poverty Level



Source: U.S. Department of Health and Human Services

Reports for this Community

This report is part of a comprehensive suite of reports for the **City of Lackawanna**, one of 12 representative communities in the Buffalo Niagara Region selected for assessment and investment as part of the Numbers in Need project.



Each of these reports for this community is available online at NumbersInNeed.org



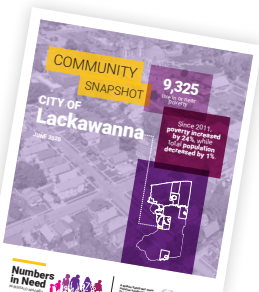
Insights from Residents

This report, *Insights from Residents*, presents a more detailed look at the community's vulnerable populations, their needs, urgent concerns, and barriers to programs and services. A survey of residents and conversations with residents inform findings in this report. Agency and community leaders can use this document as they develop programs and services that respond to the needs of residents and remove barriers to jobs, programs and services faced by residents.



Insights from Providers

Insights from Providers explores the perspectives of service providers in the community with respect to gaps in the landscape of services, barriers to reaching residents, promising developments, and strategies for strengthening the landscape of programs and services. A focus group with agency leaders informed the findings presented in this document. Agency and community leaders can use this report to shape programs and services that respond to identified gaps and barriers, while leveraging system strengths and promising developments.



Community Snapshot

Community Snapshot presents an overview of findings from the research in this community, with new data and information on the people living in or near poverty, their barriers to programs and services, the landscape of service providers, and strategies for strengthening the community so that all residents can thrive economically. This report draws from more detailed findings available on the Numbers in Need website, as well as from Insights from Residents and Insights from Providers. Agency and community leaders can use this report to understand key findings and identify topics for further exploring.



Visit us online at NumbersInNeed.org

NumbersInNeed.org is an online tool that leaders can use to understand economically vulnerable populations in the Buffalo Niagara Region, their urgent needs and concerns, barriers to services and factors that matter such as access to good paying jobs, educational attainment, and transportation options. The website features individual stories, community and regional indicators, interactive lists and maps of service providers, strategies for strengthening communities and models to consider.

About the Resident Survey and Conversations

One hundred eighty-six residents from the community completed a two-page, 28-question survey during a three-month period in the fall of 2019 and early winter of 2020.

To ensure that input was representative of community members living in or near poverty, surveys were conducted at 15 events in nine locations in the community. Surveys included those completed in five locations in other communities by residents who live in ZIP Codes in Lackawanna.

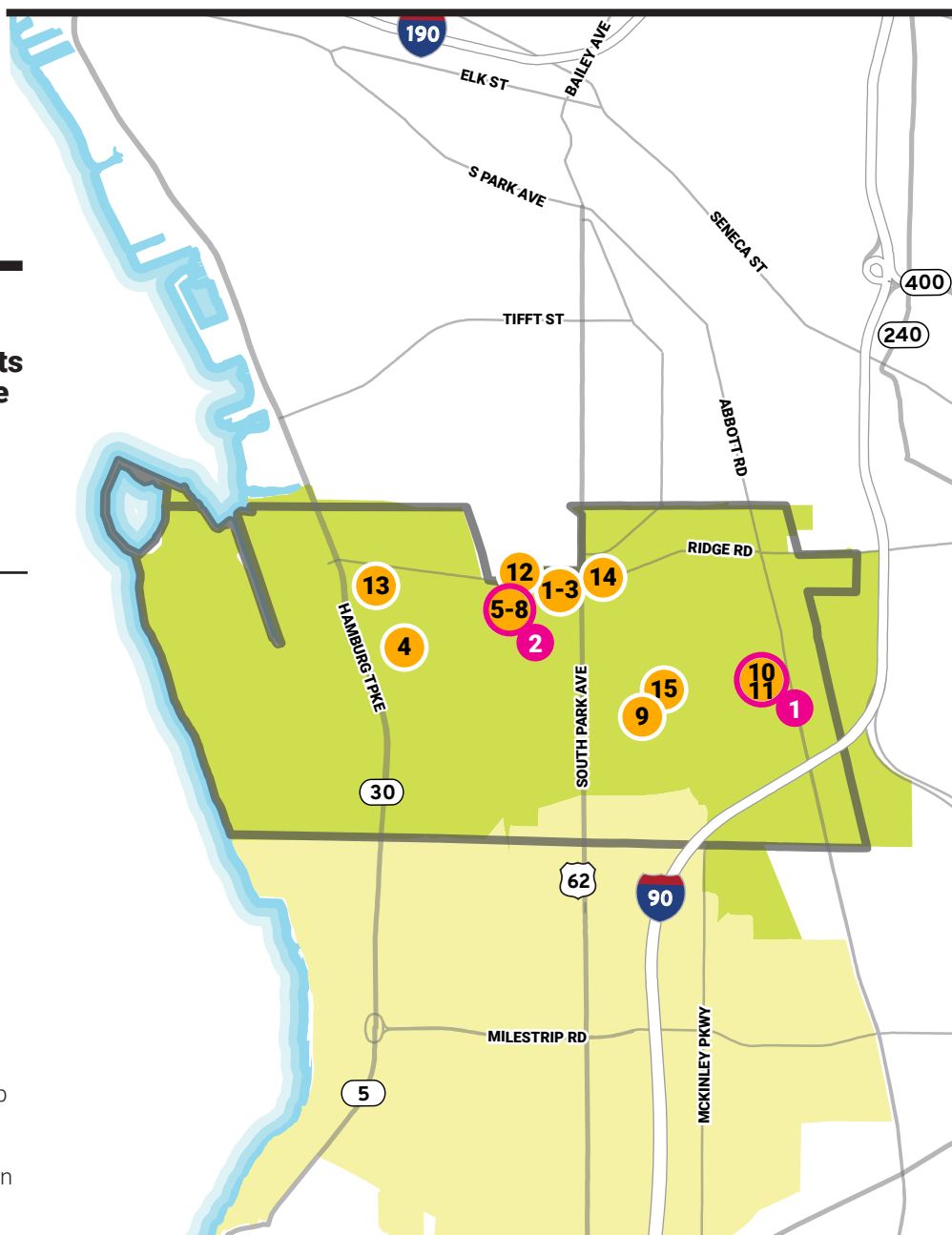
An online version of the survey was also available beginning in March 2019 and distributed via social media and email. Seventy-one respondents from ZIP Code 14218 completed the survey online.

To better understand the challenges identified by survey respondents and help formulate priorities and solutions, 10 adults were interviewed and a focus group was conducted with 11 middle- and high-school students. Participants received a \$10 gift card to Family Dollar or Tops as an incentive and thank you for participating.

Percent of Survey Respondents by ZIP Code

- 2% - 5%
- 6%-15%
- 16%- 65%
- Over 65%

- Survey conducted at this location
- Resident Focus Group



Resident Survey was conducted at 20 locations

1	Civil Legal Advice Resource Office Clinic at ACCESS of WNY
2	ESL Classes at ACCESS of WNY
3	HEAP Outreach at ACCESS of WNY
4	Community Fun Days at Taggart Park
5	Community Meal at Catholic Charities
6	Family Fun Night at the Hub (Catholic Charities)
7	Lackawanna Hub at Catholic Charities
8	Lackawanna/Russell J. Salvatore Food Pantry
9	Good for the Neighborhood at Martin Road Elementary
10	Lackawanna Middle School BASH

11	Lackawanna Middle/High School Open House
12	Lackawanna Public Library Husky Event
13	Mt. Olive Baptist Church Thanksgiving Dinner
14	Veggie Van at Baker Victory Services
15	Veggie Van at Lackawanna Senior Center

Not mapped

16	Boys & Girls Club - Baird
17	Jericho Road Hope Refugee Drop-In Center
18	Old First Ward Community Center HEAP Outreach
19	Veterans One-Stop Center
20	West Seneca Public Library



Resident Focus Groups were held at 2 locations

1	Lackawanna Middle/High School
2	Lackawanna/Russell J. Salvatore Food Pantry

About the Residents Who Took the Survey

Although survey respondents are meant to be representative of the overall population in need, there are some differences. Respondents skew toward those who are middle-aged (35-54) compared to the overall population, while those above and below that age range are slightly underrepresented. Respondents are predominantly female and are less likely to have children in the household compared to the general population. A smaller proportion of respondents are white, and a greater proportion are Middle Eastern, compared to the overall population.

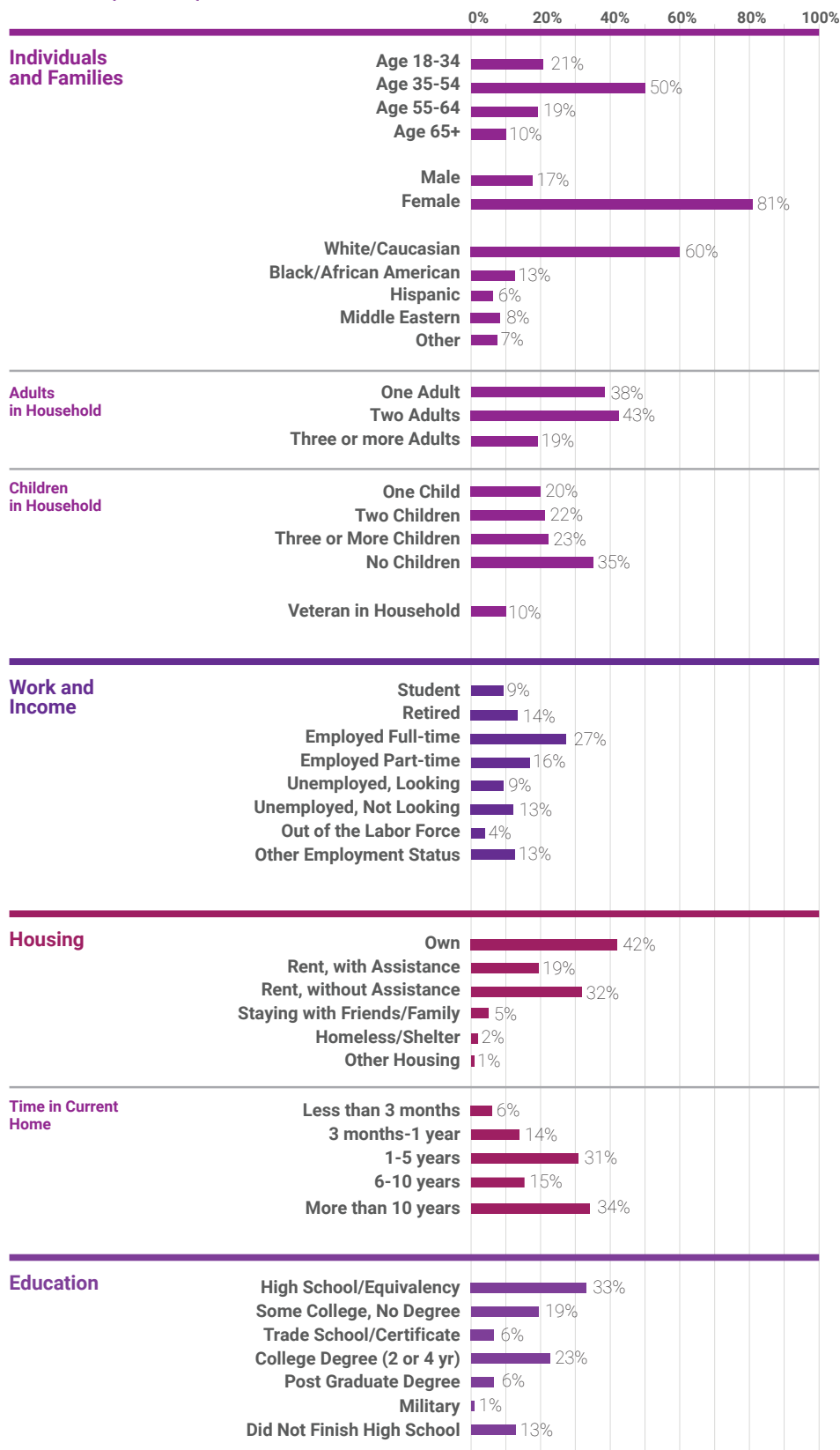
More than two in five respondents are employed either full-time or part-time. Only 14% are retired. Respondents who chose "other" as their employment status said they are disabled, self-employed, using a temp agency, relying on WIC payments, and a homemaker. Less than half of those who are unemployed are looking for work.

About one in three respondents have a college or post graduate degree. A third have no more than a high school diploma or an equivalent and more than one in ten (13%) respondents did not finish high school. About a fifth started college but did not finish, meaning these respondents may have taken on student loans that are difficult to pay back without the higher salaries they might have earned if they completed their degree.

A majority of respondents live with at least one other adult, while about a third live in a household without children. A slight majority of respondents rent, most of whom do so without assistance.



186 Residents Took the Survey



Key Findings from Resident Surveys and Conversations



Educational attainment is low; therefore so are incomes.

One out of five Lackawanna residents aged 25 and older do not have a high school diploma or equivalent, which limits their earning potential. Just 8% of residents earned a bachelor's degree, but these residents earn almost twice as much as residents who have a high school diploma without any college experience. Median earnings for residents without a high school diploma or equivalent are only \$16,173, below both the annual wage for a minimum-wage, full-time worker in New York State and the federal poverty level for households with more than one person.

A focus group with students shed light on how a lack of funding negatively impacts their educational experience, resulting in many students who are not engaged in learning and drop out. Lackawanna High School's graduation rate is just 65%, among the lowest in the region. The student focus group had several ideas for how to engage students more, including increasing teacher pay, expanding the curriculum, and investing in newer technology.

Some older residents who were interviewed agreed with student focus group participants that the quality of public schools in Lackawanna could be improved as a way to reach higher academic achievement among students. They also stressed the need to promote higher-paying job opportunities in fields like manufacturing, which typically do not require a college degree or formal higher education.

Households take on debt to get by when income is not enough.

Half of respondent households earn income from employment, but slightly more than half (52%) earn less than \$24,000 per year. A majority (60%) of surveyed households have some kind of financial concern, most frequently related to consumer/credit card debt, student loans, and medical bills. Even compared to other challenges like utility shut-offs, a lack of food, and foreclosure/eviction, outstanding debt is by far the biggest concern among survey respondents.

Consumer/credit card debt may arise when income is not enough to cover needs such as food, utilities, and childcare. Only half of respondent households earn income from employment. This means that incomes for many respondents are fixed, making it even more difficult for those households to cope and more likely they will take on debt to deal with emergencies. More than half of respondents said they do not feel confident in their ability to handle a \$500 emergency.

Medical bills may become a concern because of healthcare needs not covered by insurance, such as dental or optical care, or because co-pays are still too high even with insurance.

Residents with incomes above the poverty line also struggle financially. More than one in four respondents experienced a barrier to services, with over a third of those respondents saying they were turned away from services because of income limits.

Disabilities affect the financial well-being of households.

About half of all respondents said they or a person in their household has a disability. Among those respondents, 80% said that disability prevents the disabled person from going to work or school, thus hindering residents from earning additional income or seeking new skills that might enable them to earn higher wages.

But disabilities can profoundly affect the other ways in which a household functions besides limiting income. Residents with physical and mobility challenges may need specialized transportation, which may limit schedule flexibility or cost more. Household members may also need to serve as a caretaker for a person with disabilities, a role which often reduces working hours and wages and can lead to added anxiety and stress for both the caretaker and the person being cared for.

Although programs like SSI and SSD provide assistance for residents with a disability, some interviewed and surveyed residents experienced barriers to services such as transportation, language, income requirements, and mobility.

Youth programs and recreational facilities are lacking.

Residents of all ages agree that Lackawanna is a tight-knit community that is like "one big family." But residents also felt that more could be done to bring the community together. Students remarked that there are not enough recreational facilities in Lackawanna, especially indoor facilities for the winter when it is too cold to play outside.

Adult residents agreed, saying that since the old community center on Ridge Road was closed and demolished many years ago, there has not been a new community center built in Lackawanna, despite several proposals having been put forward over the years. There is also not a YMCA, YWCA or Boys & Girls Club in Lackawanna.

Participants in both the adult and the student focus groups felt that kids being "bored" and not having "anything to do" contributes to delinquent behavior, a possible cause for the increase in juvenile arrests since 2013.

Student focus group participants also wished for more community events, such as an annual summer event.

Urgent Concerns, Special Needs and Barriers for Residents

Nearly half of the residents surveyed had an urgent concern related to finances or their daily lives. A majority of those with a concern are worried about outstanding debt. It is possible that residents take on debt because they do not have enough money to pay for food, utilities, or childcare, all of which are also top concerns.

Getting help for these urgent concerns can be difficult for some residents, as more than a quarter of respondents say they have experienced a barrier to services. More than a third of those who said they have had a hard time accessing services were turned away because they did not meet income requirements, indicating that for some households, simply having an income above program eligibility requirements does not eliminate their need. Other frequent barriers include difficulty traveling, physical limitations that make it hard to leave home, and limited internet access.

TRENDS

Urgent concerns are far more prevalent today, jumping from 30% of respondents in 2014 to 45% today. Today's top concern, outstanding debt, was not an option in the 2014 survey. However, utility shut-off notices and a lack of money for food were among the top concerns in both years.

The percentage of respondents facing barriers to services increased slightly from 21% in 2014 to 28% in today. Income limits were the top barrier to services in 2014, though for a smaller percentage of respondents than in today (33% vs. 35%). Difficulty traveling, the top barrier today, was a barrier for only 20% of respondents in 2014.

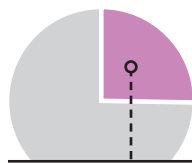


45%

REPORTED HAVING SOME TYPE OF URGENT CONCERN

TOP URGENT CONCERNS REPORTED BY THESE RESIDENTS

Outstanding Debt	51%
Utility Shut-Off	27%
No Money for Food	27%
Other	18%
Cost/Availability of Childcare for Work	12%
Foreclosure/Eviction	8%
Legal Problems	6%
Hurt or Threatened at Home	4%



28%

REPORTED A BARRIER OR DIFFICULTY GETTING SERVICE



BARRIERS THESE RESPONDENTS FACE



44%

Difficulty traveling



35%

Turned away because of income limits



31%

Physically difficult to leave my home



22%

Limited internet access



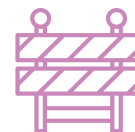
15%

Hours of operation don't fit my schedule



15%

The process is confusing and it's too much of a hassle



15%

Other

Detailed Findings: Disabilities and Health Care Access

Having a disability limits economic and educational opportunities for some residents. Among the 49% of respondent households that have a person with a disability, four out of five say the disability limits that person's ability to work or go to school. Physical disabilities are the most common type of disability among respondents, followed by mental health and mobility.

In 92% of households surveyed, all adults have health insurance, and in 98% of households surveyed, all children are insured. Medicare and Medicaid insure nearly three-quarters of respondents. About a fifth of respondents have private insurance.

Even though most respondents are insured, nearly half have a healthcare need they cannot afford. These unaffordable healthcare needs are most commonly dental and optical care.

TRENDS

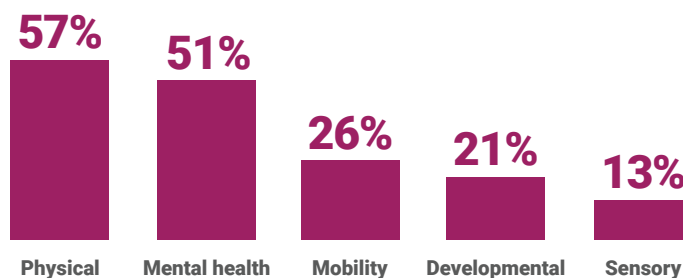
Health insurance is much more common among respondents today than in 2014. Households with an uninsured adult declined from 14% in 2014 to 8% today. For households with an uninsured child, the percentage changed from 4% in 2014 to 2% today. Medicare and Medicaid usage among respondents roughly doubled from 2014 to today.



DISABILITIES IN HOUSEHOLDS



TYPE OF DISABILITIES REPORTED IN THESE HOUSEHOLDS



HEALTHCARE



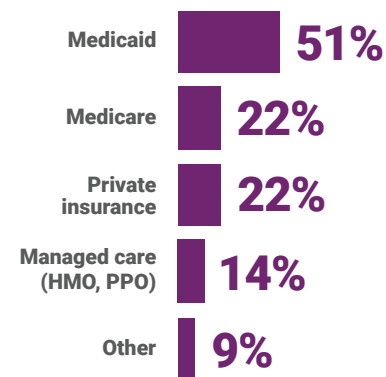
Lack of health insurance among...

8% Adults

2% Children

Over nine in ten respondents said all adults in their household have health insurance. Nearly all respondents have insurance coverage for the children in their households.

Top 5 Types of Health Insurance Coverage Used Among Respondents



43%

of respondents are in need of some type of healthcare but can't afford it.

The vast majority of respondents are insured, but almost half still need medical care they cannot afford, possibly because some care is not covered by insurance or co-pays are too high.



Detailed Findings: Transportation

The most common barrier to services for respondents is difficulty traveling. Although Lackawanna is served by several bus routes, only 12% of respondents use public transit as their primary way of getting around, possibly because residents view public transit as impractical. Alternatives to public transit like biking and walking or getting rides from family and friends are more common. Nearly two-thirds of respondents use their own vehicle to get around.

As a necessity for most residents, cars can be a financial burden. Aside from the cost of buying or leasing a car, many respondents said they cannot afford needed repairs or their vehicle did not pass inspection (possibly because they cannot afford to fix issues preventing the car from passing).

TRENDS

Public transportation usage in the community has declined since 2014, when 15% of respondents used public transportation as their primary form of transportation, compared to 12% today. Meanwhile, the percentage of respondents using their own vehicle to get around increased (from 58% to 62%), as has the percentage of respondents relying on family and friends (from 9% to 14%).

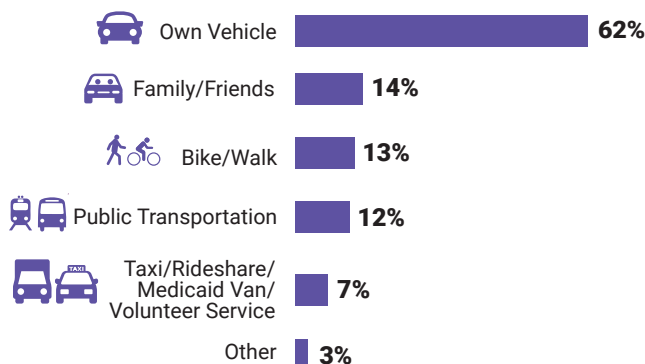
In both years, buses taking too long to get places and a lack of service where respondents need to go were among the top reasons respondents did not use public transportation more often. However, in 2014, expense was the number one reason respondents did not use public transportation more often.



TRANSPORTATION

Most respondents use their own vehicle to get around. Those who do not drive are more likely to rely on family and friends or to bike or walk than to take public transportation.

How respondents get around

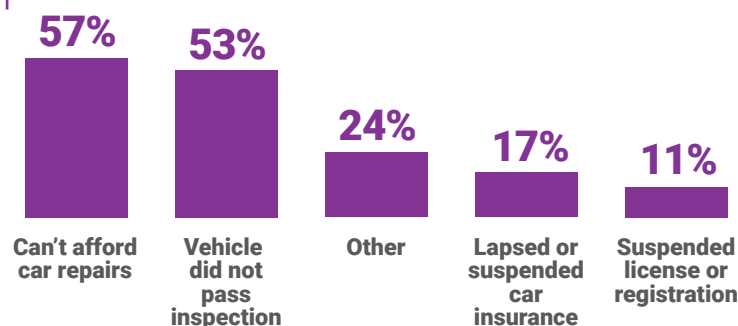


More than a third of respondents have used public transit and experienced an issue. Most of these issues have to do with practicality, like buses that take too long, bus stops that take too long to walk to, or a lack of service where residents need to go.

Top reasons respondents don't take public transportation more often

- #1 Takes too long to get to places
- #2 Too long to walk to bus stop
- #3 No service where I need to go

39% of respondents reported owning a vehicle and having the following issues



As necessary as they might be for many residents, cars can be a financial liability. About two in five respondents face some kind of issue owning a vehicle. Most of these issues relate to expensive repairs or not being able to pass inspection, possibly due in part to those same expensive repairs.

Detailed Findings:

Finances and Assets

The most common source of household income is employment. Many of the respondents who are employed work only part-time, however, which may explain why the majority of respondent households earn less than \$24,000 per year. Seven percent of households reported earning no income at all.

Respondents with financial challenges mostly deal with consumer/credit card debt, student loan debt, and medical bills. Although debt is a broad category, it might result from the combination of low incomes and necessary expenses like food, utilities, housing, and car payments and repairs. Similarly, medical bills are likely caused by the fact that although most respondents have health insurance, many have healthcare needs that are not covered. Some of those who sought to increase their earning potential and expand career pathways by furthering their education are now saddled with additional debt burdens from student loans.

TRENDS

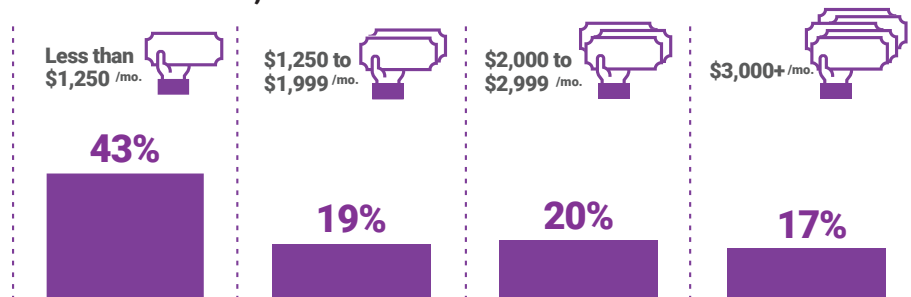
Households earning less than \$24,000 a month make up a slightly smaller segment of the respondents today than in 2014 (62% vs. 66%). However, due to inflation over seven years, those in the lower income groups may have more difficulty today than those in the same group in 2014. Employment was the top income source for both years, though the percentage of respondents earning income from employment increased considerably from 33% in 2014 to 50% today.



FINANCES AND ASSETS

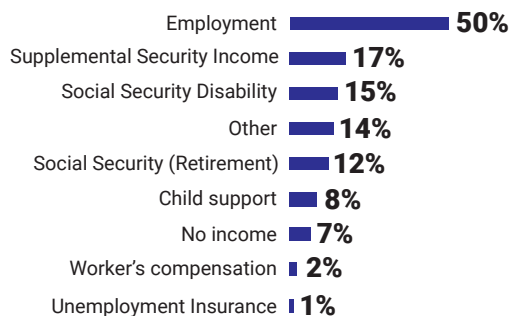
Most respondents earn less than \$24,000/year, roughly the annual income of a minimum wage worker in NYS and just above the poverty level for a family of three. Nearly a fifth of respondent households make at least \$36,000 per year, though this level of income does not necessarily mean households are without financial challenges.

Household Income, 2019



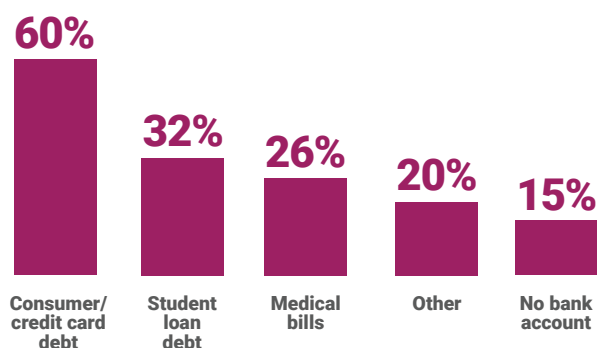
Half of respondent households have income from employment. Social security programs for supplemental income, disability, and retirement are the most common income sources after employment. "Other" sources of income include pensions, rental properties, and temporary public assistance.

Sources of Household Income



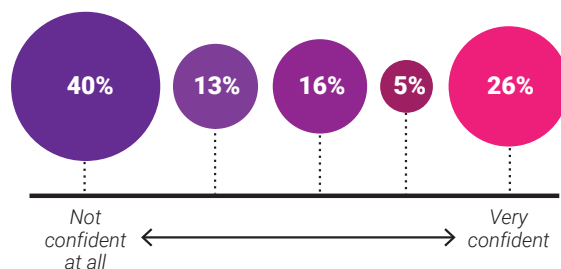
Top 5 Financial Challenges Households Experience

Sixty percent of respondents are dealing with financial concerns. Consumer debt was the most common financial concern, followed by student loan debt and medical bills.



Over half of all respondents do not feel confident in their ability to handle a \$500 emergency. For those who do, there are many reasons why one might feel confident; higher incomes, support from friends/family, resourcefulness, or emergency savings are all possibilities.

Confidence to Handle a \$500 Emergency



Detailed Findings: Programs, Services and Supports

More than two-thirds of respondent households receive aid through aid through a variety of services. The most commonly used services are food stamps (SNAP), Medicaid, and HEAP, which are also among the services with the most pending applications. The resident survey was conducted between November and February when demand for HEAP rises. Overall, only 23% of respondents have pending applications for assistance.

Despite a large percentage of respondents taking on debt and struggling financially, very few receive or are waiting for cash benefits.

TRENDS

The percentage of respondents receiving services today has decreased slightly since 2014 (81% vs. 69%), as has the percentage of respondents with pending assistance (33% vs. 23%).



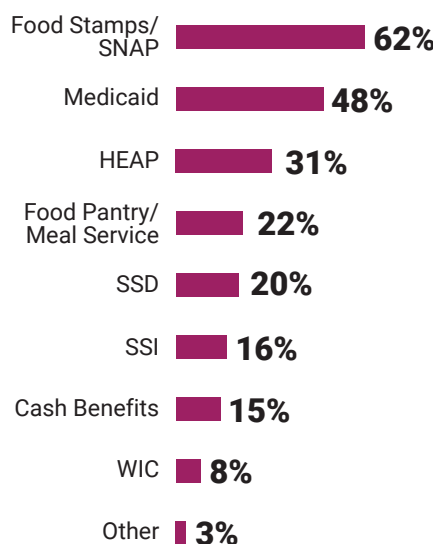
The types of services respondents receive have not changed significantly since 2014. However, pending Medicaid benefits were much more common among respondents in 2014 than today (22% vs. 17%). Pending SNAP benefits, on the other hand, are more common among respondents today than in 2014 (26% vs. 20%). HEAP was the service with the most pending applications in both years.

HOUSEHOLDS RECEIVING SERVICES THROUGH PROGRAMS

More than two-thirds of respondent households receive some kind of service. As in many other communities, services that aid residents with the cost of food, healthcare, and utilities are the most common.

69% of households receive one or more services

Types of Services Received



During resident conversations, participants completed a brief exercise where they chose the programs and services they felt were strongest in the community, and those they believed need the most improvement.

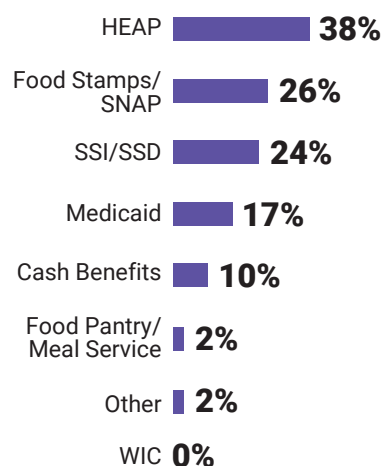
Participants said that programs providing food assistance, veteran programs, and senior programs were strengths of the community. Residents also felt that more youth programs are needed, in addition to programs and services for education/ training, affordable housing, and others.

HOUSEHOLDS WITH PENDING APPLICATIONS FOR PROGRAMS

Only 23% of respondent households have pending applications for assistance. Most commonly, respondent households are applying for services and programs that meet basic needs like utilities and food.

23% of households have pending applications for assistance programs

Types of Services Pending



Programs/services residents identified as...

...the strongest

**Food
Veteran Programs
Senior Programs**

...in need of improvement

**Youth Programs
Education/Training
Affordable Housing
Information/Referral
Homeless Programs**

Perspectives from Residents

While survey responses help us understand the community's broader trends, conversations with residents reveal deeper, more personal reflections on the issues residents face. In a series of interviews in Lackawanna with ten adults, and a focus group with 11 middle- and high-school students, residents shared their insights. In these conversations, residents discussed community strengths, challenges, and ideas on how residents and local organizations could work to improve their community.



Strengths and Assets of the Community

Lackawanna is a community of good people and friendly neighbors. Many participants, both young and old, agree that Lackawanna is a city where everyone seems to know everyone else. People are friendly and willing to help each other out. As one high school student put it, “everybody is cool with everybody,” even though the city is diverse. Another said that the school is like “one big family.” One adult resident said that the community’s diversity and cultural history were important assets.

Many residents say they have convenient access to several stores and services. Even though Lackawanna is geographically small, residents noted that the community has several service providers and stores. Even stores and services that are not located directly in the community are nearby and easily accessible, according to some residents. Some of the important locations residents said they use include the McKinley Mall, Martin Road Senior Center, Lackawanna Public Library, the Russell J. Salvatore Food Pantry located in the Catholic Charities building in Lackawanna, Save-a-Lot, OLV Human Services, Hispanics United of Buffalo, ACCESS, and the Buffalo Educational Opportunity Center.

Areas of Lackawanna are walkable, and public transportation can be a viable option for some. Residents described some areas of the community as walkable, specifically around Ridge Road and South Park Avenue, near the town hall, the police station, and the cemetery. Buses in the city allow residents to get into the City of Buffalo to access jobs and services, or into areas south and east to access stores. In the words of one resident, “Wherever I need to go, I can catch the bus.”

Residents generally feel safe in Lackawanna. Several residents felt that Lackawanna is a safe community overall, with only a few areas of concern. Compared to a neighboring community, one resident felt they were far less likely to fall victim to crime. Though some acknowledged that crime and other safety issues still exist, they also said things have improved recently with a noticeable decrease in drug overdoses and fewer people selling drugs on street corners. Residents attributed positive changes in crime and safety to the City’s police force.

Government services can be a community strength. Though residents were divided in their opinion of the City’s efficacy, some felt that the Lackawanna Police Department and the Department of Public Works provide quality services like maintenance and snow removal. A few residents also like the City’s new automated call system that informs residents about power outages, street

closures, youth program start dates, and other alerts.

The City and school district provide important assets for youth. Even though there was a consensus among participants that more youth programs are needed, a number of youth-related programs and services came up when residents were asked about strengths of the community. Sports and recreation facilities like basketball courts, soccer fields, parks, and playgrounds are available. Youth can receive free lunches at public parks in July and August. Kids in the focus group also stressed the importance of the Harbor Closet and Inner Harbor Room at Lackawanna Middle School. Harbor Closet allows students to “shop” for clothes, hats, coats, shoes, books, and toiletries for free. Students use the Inner Harbor Room as a safe place to read, play games, study, participate in activities with peers, or talk with teachers and support staff about issues in their lives.

Youth appreciate alternative programs offered to students in high school. Middle- and high-school students in the focus group said they are all thinking hard about and planning for their future after graduation. Students noted that the BOCES program is a great asset for youth hoping for a career in nursing. But most agreed the school district should provide more electives, advanced classes, and additional BOCES programs to help students better prepare for college or careers. Fortunately, students felt that guidance counselors at the school do a good job of helping students look for jobs, prepare for college, select classes, and more.

Challenges in the Community

Lackawanna needs more youth programs and a community center.

Residents lamented the closure and demolition of a vital community center on Ridge Road many years ago. Since then, residents say an alternative has not been created. The old center held programs for youth and adults alike, such as swimming, arts and crafts, drama classes, and basketball. Generally, residents felt there are not enough affordable programs for kids in the community. Young people in the focus group said that while there are some sport leagues, they are not well advertised to everyone in the school. Others said that the Lackawanna Girl Scout troop ended in recent years, so girls must travel to another community to participate. Overall, adults and kids agreed that a lack of interesting outlets leads kids to trouble if they have nothing to do.

Setting aside money in savings is very difficult. Savings are necessary for covering emergency expenses like home and car repairs or healthcare, putting a down payment on a house, buying a reliable vehicle, or even starting a business. But many residents said that by the time they are done buying basic necessities and paying rent and bills, there is nothing left to put into savings. If faced with a sudden emergency expense, some residents said they simply would not be able to pay, and would have to borrow money from friends or family, or take out a loan, further damaging their financial future.

Home maintenance is prohibitively expensive for many homeowners, especially seniors. Homeownership is often seen as a path toward financial security, where payments go toward a financial equity rather than going to a landlord. But owning a home comes with its own set of challenges. Several homeowners shared concerns about the cost of home maintenance and repairs, especially since Lackawanna's housing stock is relatively old. Many seniors want to age in place in the home they owned for most of their lives, but maintenance and upgrades for accessibility are difficult, if not impossible, on fixed incomes. One resident said they tried to secure a loan to make home repairs, but could not secure a loan without flood insurance. The cost of flood insurance was so high that taking out the loan no longer made financial sense. A senior homeowner said that she considered selling her home and renting, but decided not to because of concerns over rising rents.

A recent reassessment left one homeowner wondering how she was going to afford the increase in her tax bill. Others said taxes are a burden for those with fixed incomes. Homeowners concerned about taxes also felt that residents are not seeing enough return in the number and quality of services provided by the city to justify the amount they pay in taxes.

Transportation with and without a car can be difficult. Even though several residents said access to public transportation is a great community asset, only two focus group participants said they use it regularly. Those who do not use public transportation drive, bike, or rely on family, friends, or co-workers to get around. Though none of the residents explicitly explained why they did not use public transit more often, the convenience and flexibility of being able to travel further distances in shorter time periods and on one's own schedule may influence residents' transportation choices. Even so, those with cars noted ongoing concerns about affording gas, insurance, maintenance and repairs.

Students in Lackawanna noted that they are required to walk to

school if they live within one mile of their school. In the winter, walking to school can seem daunting, especially in the early morning. The student focus group said that in really bad weather, many students choose to stay home rather than walk a mile through snow, ice, and cold winds. The focus group said that a shorter walking radius requirement and expanded busing options would drastically improve absenteeism, which they say is a huge challenge in their schools.

Finding a good-paying job is difficult. Within the City of Lackawanna itself, residents say employment options are limited to low-paying jobs. Better opportunities lie outside the community, but are more difficult to access due to transportation barriers. High childcare costs may significantly offset income earned from a lower-wage job, so staying home to care for kids makes more sense than working for some parents. Older residents potentially face age discrimination in their search for employment. One older resident said that she suspected she was let go from her previous job due to her age, and has had difficulty in getting a new job since. Another resident said that applications themselves have become increasingly cumbersome and confusing. Rather than going to a business and handing someone a resume, applicants now have to fill out lengthy digital applications without human interaction.

Certain health needs are too expensive and are not covered by insurance. Overall, residents in the focus group were not too concerned with healthcare, but one resident emphasized that insurance does not cover dental care. The resident would like to have dental work done to repair and replace broken and missing teeth, but cannot afford to do so. In her case, insurance deemed the work "aesthetic," and not medically necessary, even though her current condition makes it difficult to eat. One resident said she put off certain healthcare due to costs, and another pays over \$400 per month of her fixed income to supplement Medicare.

Lackawanna does not have enough stores, but has lots of vacant storefronts. Some residents see a community full of vacant storefronts, and would like to see programs to aid local entrepreneurs in filling them with stores and services that would better meet community needs.

The food pantry is inadequate to meet residents' needs. Residents were interviewed at the Russell J. Salvatore Food Pantry, located in the Catholic Charities building in Lackawanna, and therefore were able to share insights specific to that service. Although there was an appreciation for the existence of the pantry and for the devotion of its volunteers, several participants wished it offered a more nutritionally balanced and varied range of food products.

Challenges in the Community Cont'd

The closure of Our Lady of Victory (OLV) Hospital reduced options for healthcare, especially emergency care. Although OLV Hospital was closed and converted into a nursing home and senior housing about 20 years ago, one resident still feels like it was a mistake. Mercy Hospital is nearby, but for residents in Lackawanna who need emergency care, a few extra minutes can be the difference between life and death.

Residents are concerned about crime in some areas of the city. Crime in 2017 was at an eight-year low, and participants said this drop has been noticeable. Still, some residents believe certain parts of the community are more dangerous than others, specifically the area “over the bridge” or the First Ward.

Educational quality at Lackawanna schools could be improved. Students talked about a number of issues they face, including not having enough interesting electives, not enough funding for new technology, a lack of variety in the BOCES program, and inadequate support for English language-learning students. Students also felt that scheduling challenges force young people to choose one type of class over another, when both might be necessary for college or career preparation. Overall, young people wanted more opportunity to explore their interests and prepare themselves for their future in ways that are not available to them right now. Adults reinforced the idea that Lackawanna's schools are in need of improvement and additional support, reflecting on the number of students who drop out before getting a diploma.

Some long-term residents feel underserved by programs compared to refugees and immigrants. Immigrants experience unique challenges when moving to a new country, including language barriers, cultural differences, and prejudice. To help ease the transition into a new community and overcome some of these barriers, programs and services are made available to newly arrived immigrants. Lackawanna's relatively large Arabic population, and organizations like the Arab-American Community Center for Economic and Social Services of Western New York, make Lackawanna uniquely positioned to provide a network of support for Arabic and Middle-Eastern immigrants.

However, some residents who are struggling may feel as though newcomers receive more assistance than those who have lived in the community for a long time. One interview participant talked about how immigrants in the community have a network of support from people like them who can help them start out economically, but he worries that loopholes in the system could unnecessarily give some immigrants an unfair financial advantage. He also wishes that black residents had similar supports that could help them start black-owned businesses in Lackawanna.

Ideas for Change in the Community

Build a new community center for youth, seniors, and others in the community. Overwhelmingly, residents young and old stressed the need for a new community center that could offer recreation, sports, educational services, art and theater programs, classes, youth groups, senior services, and more, all in one place. Currently, the city lacks either a YMCA, YWCA or a Boys & Girls Club. Echoing the need for a community center, some high school students also wished for more community events that could bring people together.

Raise more awareness of mental health issues among youth. Some of the students in the focus group said that more needs to be done to raise awareness of mental health issues in schools. Doing so may help reduce the negative stigma associated with mental health issues and encourage youth to seek help and guidance when they need it.

Teach practical skills in high school. Students at Lackawanna High School pointed out the need for more “practical skills” education, such as resume writing and financial literacy. They felt that school should also help them prepare for a successful life after graduation in ways beyond college preparation.

Create more, higher-paying job opportunities, specifically in manufacturing. Lackawanna's workforce was traditionally based in manufacturing. Although jobs in these industries have declined in recent decades, some residents still wish to see these types of jobs come back to the community, especially because some residents believe these jobs are better paying, more stable, and more in-line with existing skill sets than other jobs that are currently available.

Offer more senior services. Some residents spoke generally about the need for more services for seniors in Lackawanna. Senior assistance might include additional or expanded food programs, transportation services, affordable healthcare, and financial assistance for home maintenance.

Find ways to help prevent homes from deteriorating. A few residents expressed a desire for better code enforcement to help curb the deterioration of houses in Lackawanna. At the same time, additional and expanded programs that help homeowners with maintenance and repairs could help reduce blighted properties.

Alya & Avi

Immigrant parents press forward, even as they face barriers to work, home ownership and getting more involved in their children's education.

Alya and Avi recall the phone call they received from their daughter's school. The academic year was just a couple months in when they were informed that their middle child, Fareeha, then in 12th grade, was not on track to graduate and earn a high school diploma. She was too far behind in credits and classes. School staff said their daughter's best option was to enroll in a high school equivalency program and then pursue vocational training at community college. Eager to keep moving forward toward her goal of becoming a nurse, Fareeha agreed, immediately dropped out, and is working on her high school equivalency. Fareeha is not alone; over three-fourths of "English Language Learners" at Lackawanna High School fail to graduate within four years.

The situation left her parents dismayed. They came to America three years ago to give their children a strong education and better future. Fareeha seemed to like high school and be advancing. Although they knew she missed classes, they did not understand the potential consequences of these absences. She never stayed after school for extra credit, never attended summer school, and advanced from 10th grade to 11th grade to 12th grade. Looking back, Alya wishes she could have helped Fareeha



“If someone could speak to us in [our native language]... it's good for us to understand what's going on.”

academically, but Alya is just learning English herself. Alya also wishes they could have talked to the school in Arabic, their native language. Difficulty speaking English limited their ability to talk to Fareeha's teachers, understand what was going on with their daughter, and consider their options. Even if the school informed them, they were not aware at the time that students can work toward a high school diploma through the age of 21. Fareeha was 18 when she dropped out.

As Alya and Avi consider factors that contributed to their daughter's academic pathway, they say they are eager to purchase a house so each child can have their own bedroom or a quiet space in the house to study. Currently, all of their children share

a single bedroom in their small apartment. Avi believes they could own a home and pay on a mortgage for what they pay in rent (\$650/month plus utilities). A down payment is the biggest barrier to homeownership. Although Avi has a professional background and now works two full-time jobs, they are stepping-stone jobs that do not require a lot of complex communication. Rent and car loan payments consume a large portion of their monthly income, leaving nothing for savings. They would like to see more rent-to-own opportunities for families in Lackawanna, since this community is where they desire to stay and raise their family.

Nathan

A cash-strapped district is just one of many obstacles this young student faces.

Nathan is a sophomore at Lackawanna High School, where 65% of students graduated in 2018-19 and many students struggle to achieve passing test scores. In Nathan's view, the driving force behind the low graduation rate and test scores is clear: not enough funding and low attendance. The lack of funding manifests itself in many ways, including limited course offerings, not enough teachers, and little support for English Language Learners, despite the city's large immigrant and refugee population. "In my social studies class, there are people who can't speak English and [the school] took out the person who helps them, so now they have no one."

Still, Nathan wishes that less emphasis was placed on preparing for tests and more emphasis was placed on developing practical skills like resume-writing and financial literacy. "I feel like our school should teach us more about stuff that we're going to need to know going into the world."

Low attendance drives low graduation rates. Although many factors contribute to students staying home, Nathan said that many students who have to walk to school choose to stay home during inclement weather, rather than walking to school along uncleared sidewalks in freezing temperatures and snow. He feels that attendance could be improved drastically with changes to policies that allow more children to be bused to school. "If I was a walker, I'd never come to school."

Nathan lives in the First Ward with his



“Kids don't have anything to do after school. I think we need more rec centers around Lackawanna.”

parents and four siblings. He knows that his parents are increasingly worried about being able to keep up with expenses every month, so he's planning on getting a job as soon as he turns 16 to save up for college on his own and to have a little bit of pocket money. He is a little nervous that it will take him a while to find a job, given that only a few establishments in Lackawanna hire teenagers. "We have McDonald's, we have Dairy Queen, we have Tim Horton's, but that's about it that hires kids at 16 or 17 years old. Other than that, you have to go online and search for jobs outside of the city."

In addition to having more jobs available for teenagers, who, like Nathan, "want to start saving up for college the minute [they] can," Nathan would like to see more recreational facilities available, especially indoor facilities for the winter when it's too cold to play outside. "Kids don't have anything to do after school. I think we need more rec centers around Lackawanna."

Nathan is looking forward to going away for college, traveling, and seeing more of the world. But to him, Lackawanna will always be home. "We're close as a community ... everybody's cool with everybody."

Data Sources & Notes

Defining Need, Page 2

Federal Poverty Level: U.S. Department of Health and Human Services, HHS Poverty Guidelines for 2020.

Minimum Wage: New York State Department of Labor, Minimum Wage (effective 12/31/19).

Resident Survey

The resident survey was conducted from November 2019 through January 2020. Surveys were gathered at various sites across the community, all of which are listed on page four. Surveys at these locations were completed in person, administered by a Mobile Safety-Net Team Community Impact Coordinator or an agency staff member. The survey was made available in English, Spanish, and Arabic. Seventy-one online surveys were also completed, with a link to the survey distributed through partner agencies in the community through email and/or social media.

The analysis of the 186 responses included standardizing open ended responses and cleaning data for accuracy. Not all surveys were completed in full, and response rates for questions varied from 142 responses to 186 responses. In cases where percentages are used, these numbers represent the percent of people who answered the question, not the percent of all people who took the survey.

Although some questions asked for respondents to choose one answer, there were several instances where respondents chose multiple responses; in these cases, all answers were included. For instance, respondents could report more than one type of disability, financial challenge, urgent concern, medical need, challenge in owning a vehicle, and barrier to programs and services.

Resident Focus Group

A focus group conversation with middle- and high-school students took place on November 22nd, 2019 at Lackawanna High School. Participants for the focus group were recruited through the school. A set of interviews with adult residents was conducted on January 13th, 2020 at the Russel J. Salvatore Food Pantry at Catholic Charities. Residents who participated in interviews were given a \$10 gift card to Family Dollar or Tops as appreciation for their time. Notes were taken during each interview.

Detailed Findings: Programs, Services and Supports, Page 10

Programs/services residents identified as strongest and in need of improvement.

Resident focus group participants were asked to identify the strongest types of programs and services in the community as well as the program and service types where need for expansion and/or investment was greatest. Each resident had three yellow dot stickers for placing next to the strongest programs and three blue dots for identifying where need was greatest across 16 categories of programs and services. Dots could be used to identify up to three strengths and weaknesses or several dots could be allocated to fewer categories. The top strengths and needs/gaps are those program and service types that generated the largest number of dots from all residents.

Trends: As of December 31, 2019, minimum wage in NYS was \$11.80 per hour. A resident who works 30 hours a week for 4 weeks will earn \$1,416 a month, versus \$870 a month at a wage of \$7.25 per hour, the minimum wage in 2013, when the resident survey was last conducted. Minimum wages are provided by the NYS Department of Labor.

Social Security benefits also get adjusted over time for cost of living changes. The average monthly payment under the Social Security Disability Program was less than

\$1,250 in 2013 but is now, in 2020, more than \$1,250 per month, according to average monthly benefit data provided by the Social Security Administration.

Stories of Need

Stories of need reflect the voice and experience of actual residents living in Lackawanna. Names and other identifying information have been changed to protect the identity and confidentiality of those who were interviewed. Interviews took place in November 2019 and January 2020. The story of need about youth is a compilation constructed using insights gained during the youth focus group at Lackawanna High School, and does not represent one specific person's experiences. The other story of need was constructed using an interview of an adult resident conducted in February 2020. Interview questions explored challenges around topics covered in community reports such as access to jobs, job training, affordable housing, healthy foods, transportation, and other barriers to jobs and services. The stories are intended to paint a picture of how these challenges play out in the lives of individuals and show how issues are interrelated.

The city and school district provide important assets for youth: "WIVB reporter stops by LMS Harbor Closet & Inner Harbor Room". Lackawanna City School District. January 24, 2020. Accessed March 5, 2020 at https://www.lackawannaschools.org/news/headlines_section/w_i_v_b_reporter_stops_by_l_m_s_harbor_room.

Graduation Rates for English Language Learners: New York State Education Department, Four-Year Cohort Outcomes, 2017.

Test Scores: G. Scott Thomas, "Profiles of Western New York high schools," *Buffalo Business First*, June 11, 2019. Retrieved March 17, 2020 from <https://www.bizjournals.com/buffalo/news/2019/06/11/highprofiles.html>

Appendix

Resident Survey - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT

Thank you for participating in this survey. Your answers will assist us in better understanding the needs in the community and help us build a stronger safety net that more readily connects residents to the human services they need. Please select one response unless indicated otherwise. **Your answers will remain completely confidential.**

1 Age _____ 2 Gender _____ 3 Race _____ 4 Zip Code _____ 5 Survey Location _____

- 6 Including yourself, how many people are in your household?
Adults (18 and up) _____¹ Children (under 18) _____²
- 7 Has anyone in your household ever served in the armed forces?
☐ Yes¹ ☐ No²
- 8 What is your current employment status? *Select all that apply.*
☐ Student¹ ☐ Unemployed, not looking⁶
☐ Retired² ☐ Out of the labor force
☐ Employed full time³ (not working, not looking)⁷
☐ Employed part time⁴ ☐ Other: _____⁸
☐ Unemployed, looking⁵
- 9 What is your current living situation?
☐ Own¹ ☐ Staying with friends/family⁴
☐ Rent, with assistance² ☐ Homeless/shelter⁵
☐ Rent, without assistance³ ☐ Other: _____⁶
- 10 How long have you lived at your current address?
☐ Less than 3 months¹ ☐ 6-10 years⁴
☐ 3 months-1 year² ☐ >10 years⁵
☐ 1-5 years³ ☐ More than 10 years⁶
- 11 What is the highest level of education/training you've completed?
☐ High school/Equivalency¹ ☐ Post graduate degree⁵
☐ Some college, no degree² ☐ Military⁶
☐ Trade School/Certificate³ ☐ Did not finish high school⁷
☐ College degree (2 or 4 yr)⁴
- 12 Do you or does anyone in your household have any of the following disabilities? *Check all that apply.*
☐ Mental health¹ ☐ Developmental⁴
☐ Mobility² ☐ Sensory⁵
☐ Physical³ ☐ No Disability⁶
- 13 Do you or does anyone in your household have a disability that limits their ability to work and/or go to school?
☐ Yes¹ ☐ No²
- 14 What is your primary form of transportation?
☐ Bicycle¹ ☐ Medicaid van⁶
☐ Family/Friends² ☐ Uber/Lyft⁷
☐ Own Vehicle³ ☐ Volunteer service van⁸
☐ Taxi⁴ ☐ Public transportation⁹
☐ Walk⁵ ☐ Other: _____¹⁰
- 15 If you have ever used public transit, do you regularly encounter any of the following issues? *Select all that apply.*
☐ Too expensive¹ ☐ Service isn't reliable⁸
☐ Takes too long to get places² ☐ I don't feel safe⁹
☐ No service where I need to go³ ☐ Schedule is too confusing¹⁰
☐ No evening or weekend service⁴ ☐ Other: _____¹¹
☐ No service in my community⁵ ☐ None¹²
☐ Buses don't run often enough⁶ ☐ Have not used public transit¹³
☐ Too long to walk to bus stop⁷
- 16 If you own a vehicle, have you experienced any of the following over the last year? *Select all that apply.*
☐ Did not repair my car because I could not afford to¹
☐ Lapsed or suspended car insurance²
☐ Suspended license or registration³
☐ Vehicle did not pass inspection⁴
☐ Other: _____⁵
☐ None/Do not own a vehicle⁶
- 17 What are your household's sources of income? *Select all that apply.*
☐ Employment¹ ☐ Child support⁷
☐ Unemployment insurance² ☐ No income⁸
☐ SSI³ ☐ Other: _____⁹
☐ SSD⁴
☐ Social security retirement⁵
☐ Worker's compensation⁶
- 18 How much money is currently received from these sources to support your household each month?
☐ < \$1,250/month¹
☐ \$1,250-\$1,999/month²
☐ \$2,000-\$2,999/month³
☐ \$3,000+/month⁴
- 19 Are you or is anyone in your household currently receiving (any of the following)? *Select all that apply.*
☐ Food stamps/SNAP¹ ☐ SSI⁶
☐ Food pantry/meal service² ☐ SSD⁷
☐ Medicaid³ ☐ WIC⁸
☐ Cash benefits⁴ ☐ Other: _____⁹
☐ HEAP⁵ ☐ None¹⁰
- 20 Does anyone in your household have a pending application for any of the following? *Select all that apply.*
☐ Food stamps/SNAP¹ ☐ SSI/SSD⁶
☐ Food pantry/meal service² ☐ WIC⁷
☐ Medicaid³ ☐ Other: _____⁸
☐ Cash benefits⁴ ☐ None⁹
☐ HEAP⁵
- 21 Do any of the following financial issues apply to you? *Select all that apply.*
☐ Consumer/credit card debt¹
☐ Student loan debt²
☐ Underwater mortgage (owe more than your house is worth)³
☐ Unbankable⁴
☐ No bank account⁵
☐ Medical bills⁶
☐ Child support⁷
☐ Other: _____⁸
- 22 How confident are you in your ability to deal with a \$500 emergency expense, on a scale of 1 to 5, where 1 means "not confident at all" and 5 means "very confident"? *Circle one.*
- 1 2 3 4 5
1 = Not confident at all (Expense would be a burden.) 3 = Somewhat confident 5 = Very confident (I could financially manage this expense.)

(Survey questions continue on back side.)

Resident Survey, cont'd. - English version

MOBILE SAFETY-NET TEAM COMMUNITY NEEDS ASSESSMENT (continued)

23 Does anyone in your household lack health insurance?

Select all that apply.

- ☐ Yes, one or more adults do not have health insurance¹
- ☐ Yes, one or more children do not have health insurance²
- ☐ No, we all have health insurance³

24 If insured, what type of health insurance is currently used by members of your household? *Select all that apply.*

- ☐ Private insurance¹
- ☐ Managed care (HMO, PPO)²
- ☐ Medicare³
- ☐ Medicaid⁴
- ☐ Government (VA)⁵
- ☐ Health Savings Account⁶
- ☐ Other _____⁷
- ☐ Do not know/Unsure⁸
- ☐ No health insurance⁹

25 Over the last year, was there any time when you needed any of the following but did not get it because you could not afford it? *Select all that apply.*

- ☐ Health care¹
- ☐ Mental health care or counseling²
- ☐ Dental care (including checkups)³
- ☐ Optical care (including eyeglasses)⁴
- ☐ Prescription medicine⁵
- ☐ Transportation to doctor appointments or health services⁶
- ☐ Other: _____⁷
- ☐ None⁸

26 Are there any urgent concerns or special needs that you or someone in your household have? *Select all that apply.*

- ☐ Utility shut-off notice¹
- ☐ Foreclosure/Eviction²
- ☐ No money for food³
- ☐ Cost/availability of child care for work⁴
- ☐ Legal problems⁵
- ☐ Outstanding Debt⁶
- ☐ Hurt or threatened at home⁷
- ☐ Other: _____⁸
- ☐ No urgent concerns⁹

27 Has anyone in your household encountered difficulty getting necessary services (food, housing, utilities, medical care, etc.) over the last year?

- ☐ Yes¹ ☐ No²

28 If "yes", describe what barriers were faced. *Select all that apply.*

- ☐ Traveling to get services is difficult¹
- ☐ I don't speak/read English well²
- ☐ I can't get there during hours the agency is open³
- ☐ I've been turned away because of income limits⁴
- ☐ It can be physically difficult for me to leave my home⁵
- ☐ It's too much of a hassle since the process is confusing⁶
- ☐ Limited Internet access⁷
- ☐ Other: _____⁸
- ☐ None⁹

OPTIONAL: If you would be interested in participating in a resident focus group, please provide the following:

NAME _____

Phone # _____

Resident Survey - Spanish version

EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET

Gracias por participar en esta encuesta. Sus respuestas nos ayudarán a comprender mejor las necesidades de la comunidad y nos ayudarán a construir una red de seguridad más sólida que conecte más fácilmente a los residentes con los servicios humanos que necesitan. Por favor seleccione una respuesta a menos que se indique lo contrario. **Sus respuestas serán completamente confidenciales.**

1 Edad _____ 2 Genero _____ 3 Raza _____ 4 Codigo Postal _____ 5 Lugar de encuesta _____

6 Incluyéndote, cuántas personas viven en tu hogar?

Adultos (18 y más) _____¹ Niños (menor de 18) _____²

7 ¿Alguien en tu hogar ha servido en las fuerzas armadas?

☐ Si¹ ☐ No²

8 ¿Cuál es tu situación laboral actual? *Marca las que correspondan.*

- ☐ Estudiante¹ ☐ Desempleado, sin buscar⁶
☐ Retirado² ☐ Fuera del servicio laboral (sin trabajar ni buscar)⁷
☐ Empleado tiempo completo³ ☐ Otro: _____⁸
☐ Empleado a tiempo parcial⁴ ☐ Desempleado, buscando⁵

9 ¿Cuál es tu situación actual de hogar?

- ☐ Propietario¹ ☐ Viviendo con amigos/familia⁴
☐ Alquiler, con ayuda² ☐ Sin hogar/refugio⁵
☐ Alquiler, sin ayuda³ ☐ Otro: _____⁶

10 ¿Cuánto tiempo llevas viviendo en tu dirección actual?

- ☐ Menos de 3 meses¹ ☐ 6-10 años⁴
☐ 3 meses—1 año² ☐ Más de 10 años⁵
☐ 1-5 años³

11 ¿Cuál es el nivel más alto de educación/estudios que has completado?

- ☐ Instituto/Equivalencia¹ ☐ Título Universitario (2 o 4 años)⁴
☐ Algo universitario/sin título² ☐ Postgrado⁵
☐ Escuela Vocacional/Certificado³ ☐ Militar⁶
☐ No terminó el Instituto⁷

12 ¿Tienes tú o alguien en tu hogar alguna de las siguientes discapacidades? *Marca las que correspondan*

- ☐ Salud Mental¹ ☐ De desarrollo⁴
☐ Movilidad² ☐ Sensorial⁵
☐ Física³ ☐ Sin Discapacidades⁶

13 ¿Tienes tú o alguien en tu hogar alguna discapacidad que le limita para trabajar y/o ir a la escuela?

☐ Si¹ ☐ No²

14 ¿Cuál es tu medio de transporte principal?

- ☐ Bicicleta¹ ☐ Uber/Lyft⁷
☐ Familia/Amigos² ☐ Servicio voluntario de Furgoneta⁸
☐ Tengo auto³ ☐ Transporte público⁹
☐ Taxi⁴ ☐ Otro: _____¹⁰
☐ Andando⁵ ☐ Furgoneta Medicaid⁶

15 Si alguna vez ha usado transporte público, ¿encuentras algunos de los siguientes problemas? *Marca las que correspondan.*

- ☐ Demasiado costoso¹ ☐ Servicio no fiable⁸
☐ Tarda demasiado en llegar² ☐ No me siento seguro⁹
☐ No llega a donde necesito³ ☐ Horario muy confuso¹⁰
☐ No hay servicio de tarde o fin de semana⁴ ☐ Otro: _____¹¹
☐ No hay servicio en mi barrio⁵ ☐ Ninguno¹²
☐ Autobuses no pasan a menudo.⁶ ☐ No he usado transporte público¹³
☐ Mucho recorrido a pie a la parada⁷

16 Si posees un vehículo, ¿has experimentado alguno de los siguientes puntos en el último año?

- ☐ No reparé el auto porque no podía pagarlo¹
☐ Seguro de auto caducado o suspendido²
☐ Licencia o registro suspendido³
☐ Vehículo no pasó inspección⁴
☐ Otro: _____⁵
☐ Ninguno/No poseo un vehículo⁶

17 ¿Cuáles son las fuentes de ingreso de tu hogar? *Marca las que correspondan.*

- ☐ Empleo¹ ☐ Compensación al trabajador⁶
☐ Seguro de desempleo² ☐ Manutención de los hijos⁷
☐ SSI³ ☐ Sin ingresos⁸
☐ SSD⁴ ☐ Otro: _____⁹
☐ Jubilación de la seguridad social⁵

18 ¿Cuánto dinero recibes actualmente de estas fuentes de ingreso al mes?

- ☐ < \$1,250/mes¹
☐ \$1,250-\$1,999/mes²
☐ \$2,000-\$2,999/mes³
☐ \$3,000+/mes⁴

19 ¿Estas tú o alguien en tu hogar actualmente recibiendo alguno de los siguientes? *Marca los que correspondan.*

- ☐ Food stamps/SNAP¹ ☐ HEAP⁵
☐ Banco de alimentos/servicios de comidas² ☐ SSI⁶
☐ Medicaid³ ☐ SSD⁷
☐ Prestaciones en efectivo⁴ ☐ WIC⁸
☐ Otro: _____⁹
☐ Ninguno¹⁰

20 ¿Alguien en tu hogar tiene una solicitud pendiente para alguno de los siguientes? *Marca los que correspondan.*

- ☐ Food stamps/SNAP¹ ☐ SSI/SSD⁶
☐ Banco de alimentos/servicios de comidas² ☐ WIC⁷
☐ Medicaid³ ☐ Otro: _____⁸
☐ Prestaciones en efectivo⁴ ☐ Ninguno⁹
☐ HEAP⁵

21 ¿Sufres alguno de los siguientes problemas financieros?

- ☐ Deuda de consumidor/tarjeta de crédito¹
☐ Deuda de préstamos estudiantiles²
☐ Hipoteca submarina (debes más de lo que vale tu casa)³
☐ No financiable⁴
☐ Sin cuenta bancaria⁵
☐ Facturas médicas⁶
☐ Manutención de los hijos⁷
☐ Otro: _____⁸

22 ¿Cuánta confianza tienes en poder hacer frente a un gasto de emergencia de \$500, e una escala del 1 al 5, donde 1 significa "nada de confianza" y 5 significa "confianza total"? *Marca uno.*

- 1 2 3 4 5
 1 = Sin confianza en absoluto (el gasto sería una gran carga) 3 = Algo confiado 5 = Muy confiado (Podría manejar el gasto sin problemas)

(La encuesta continua en la parte trasera)

Resident Survey, cont'd. - Spanish version

EVALUACIÓN DE NECESIDADES COMUNITARIAS DEL EQUIPO MOBILE SAFETY-NET (continuación)

23 ¿Alguien en tu hogar carece de seguro médico? *Marca las que correspondan.*

- ☐ Si, uno o más adultos no tienen seguro médico¹
- ☐ Si, uno o más niños no tienen seguro médico²
- ☐ No, todos tenemos seguro médico³

24 Si tienes seguro, ¿qué tipo de seguro médico utilizan los miembros de tu familia actualmente? *Marca las que correspondan.*

- ☐ Seguro Privado¹
- ☐ Atención administrada (HMO, PPO)²
- ☐ Medicare³
- ☐ Medicaid⁴
- ☐ Gobierno(VA)⁵
- ☐ Cuenta de ahorros de salud⁶
- ☐ Otro _____⁷
- ☐ No lo sé/no estoy seguro⁸
- ☐ Sin seguro médico⁹

25 Durante el último año, ¿has necesitado alguno de los siguientes pero no has podido pagarlo? *Marca las que correspondan.*

- ☐ Atención médica¹
- ☐ Atención de salud mental o asesoramiento²
- ☐ Atención dental (incluidos chequeos)³
- ☐ Atención óptica (incluidas gafas)⁴
- ☐ Medicamento con receta⁵
- ☐ Transporte a citas médicas o servicios de salud⁶
- ☐ Otro: _____⁷
- ☐ Ninguno⁸

26 ¿Hay alguna preocupación o necesidad urgente que tengas tú o alguien de tu hogar? *Marca las que correspondan.*

- ☐ Notificación de corte de servicios (agua, gas, etc)¹
- ☐ Ejecución hipotecaria/Desalojo²
- ☐ Sin dinero para comida³
- ☐ Coste/disponibilidad de cuidado infantil para trabajar⁴
- ☐ Problemas legales⁵
- ☐ Deudas pendientes⁶
- ☐ Herido o amenazado en casa⁷
- ☐ Otro: _____⁸
- ☐ Sin preocupaciones urgentes⁹

27 ¿Alguien en tu hogar ha tenido dificultades para obtener servicios necesarios (comida, vivienda, servicios públicos, atención médica, etc) durante el último año?

- O Si¹ O No²

28 Si la respuesta es "Si", describe a que barreras se enfrentaron. *Marca las que correspondan.*

- ☐ Viajar para obtener servicios es difícil.¹
- ☐ No hablo/leo Inglés bien²
- ☐ No puedo llegar durante las horas en que la agencia está abierta³
- ☐ Me han rechazado por mis ingresos limitados⁴
- ☐ Puede ser físicamente complicado salir de mi hogar⁵
- ☐ Es demasiado complicado porque el proceso es confuso⁶
- ☐ Acceso a internet limitado⁷
- ☐ Otro: _____⁸
- ☐ None⁹

OPCIONAL: Si estás interesado en participar en un grupo focal de residentes, proporcione los siguientes datos:

NOMBRE _____

Teléfono# _____

Resident Survey - Arabic version

يحتاج مجتمع شبكة الأمان في شبكة الجوال إلى التقييم

شكراً لك على المشاركة في هذه الدراسة. سوف تساعدنا إجاباتك في فهم احتياجات المجتمع بشكل أفضل و تساعدنا في بناء شبكة أمان أقوى تعمل على ربط السكان بالخدمات البشرية التي يحتاجونها. يرجى اختيار إجابة واحدة (إلا ما ينص خلاف ذلك. ستبقى إجاباتك سرية تماماً).

1. العمر _____ 2. الجنس _____ 3. العرق _____ 4. الرمز البريدي _____ 5. موقع الاستفتاء _____

6. كم عدد الأشخاص في منزلك، بما في ذلك نفسك؟

البالغين (18 وما فوق) _____ الأطفال (تحت ال 18) _____

7. هل سبق لأي شخص في منزلك أن خدم في القوات المسلحة؟

1. ☐ نعم 2. ☐ لا

8. ما هو وضعك الوظيفي حالياً؟ اختر كل ما ينطبق.

1. ☐ طالب

2. ☐ متقاعد

3. ☐ عمل بدوام كامل

4. ☐ عمل بدوام جزئي

5. ☐ عاطل عن العمل ، وبحث

6. ☐ عاطل عن العمل ، لا يبحث

7. ☐ الخروج من قوة العاملة (لا تعمل ، لا يبحث)

8. ☐ غير ذلك _____

10. ما هو وضعك المعيشي حالياً؟

1. ☐ ملك

2. ☐ الإيجار ، مع المساعدة

3. ☐ الإيجار ، دون مساعدة

4. ☐ البقاء مع الأصدقاء / الأسرة

5. ☐ بلا مأوى / ملجأ

6. ☐ أخرى: _____

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

10. منذ متى وأنت تعيش في عنوانك الحالي؟

1. ☐ أقل من 3 أشهر
2. ☐ 3 أشهر إلى 1 سنة
3. ☐ 1-5 سنين
4. ☐ 6-10 سنين
5. ☐ 10 <
6. ☐ أكثر من 10 سنين

11. ما هو أعلى مستوى من التعليم / التدريب الذي أكملته؟

1. ☐ المدرسة الثانوية / معادلة
2. ☐ قليلا من الجامعة ، بدون شهادة
3. ☐ مدرسة التجارة / الشهادة
4. ☐ شهادة جامعية (2 أو 4 سنوات)
5. ☐ بعد شهادة الدراسات العليا
6. ☐ العسكرية
7. ☐ لم ينته من المدرسة الثانوية

12. هل أنت أو أي شخص في منزلك لديه أي إعاقة مما يلي؟ اختر كل ما ينطبق.

1. ☐ الصحة العقلية
2. ☐ التنقل
3. ☐ البدنية
4. ☐ التنموي
5. ☐ الحسية
6. ☐ لا إعاقة

13. هل أنت أو أي شخص في منزلك يعاني من إعاقة تحد من قدرتك على العمل و / أو الذهاب إلى المدرسة؟

1. ☐ نعم
2. ☐ لا

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

14. ما هي وسيلة النقل الأساسية لديك؟

1. ☐ دراجة
2. ☐ العائلة / الأصدقاء
3. ☐ سيارة خاصة
4. ☐ سيارة أجرة
5. ☐ المشي
6. ☐ عربة ميدبيكيد
7. ☐ اوبر / ليفت
8. ☐ عربة خدمة متطوع
9. ☐ النقل العام
10. ☐ غير ذلك: _____

15. إذا كنت قد استخدمت وسائل النقل العامة في أي وقت مضى ، هل تواجه أي من القضايا التالية باستمرار؟ اختر كل ما ينطبق.

1. ☐ تكلفة للغاية
2. ☐ يستغرق وقتاً طويلاً للوصول الى الأماكن
3. ☐ لا خدمة حيث أحتاج الذهاب
4. ☐ لا توجد خدمات مساء أو عطلة نهاية الأسبوع
5. ☐ لا توجد خدمة في مجتمعي
6. ☐ لا تعمل الحافلات كثيرًا
7. ☐ السير طويل جدا إلى محطة الحافلات
8. ☐ الخدمة ليست موثوقة
9. ☐ لا أشعر بالأمان
10. ☐ الجدول الزمني مريبك للغاية
11. ☐ أخرى: _____
12. ☐ لا شيء
13. ☐ لم استخدم النقل العام

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

16. إذا كنت تملك سيارة ، فهل واجهت أيًا مما يلي العام الماضي؟ اختر كل ما ينطبق.

- 1. ☐ لم أصلح سيارتي لأنني لم أستطع تحمل تكاليفها
- 2. ☐ التأمين على السيارة منتهي أو موقوف
- 3. ☐ ترخيص أو تسجيل موقوف
- 4. ☐ لم تجتاز المركبة التفتيش
- 5. ☐ أخرى: _____
- 6. ☐ لا شيء / لا تملك سيارة

17. ما هي مصادر دخل أسرتك؟ اختر كل ما ينطبق.

- 1. ☐ التوظيف
- 2. ☐ التأمين ضد البطالة
- 3. ☐ SSI دخل الضمان التكميلي
- 4. ☐ SSD الضمان الاجتماعي للعجزة والمعاقين
- 5. ☐ الضمان الاجتماعي للمتقاعدين
- 6. ☐ تعويض العمال
- 7. ☐ نفقة الطفل
- 8. ☐ لا دخل
- 9. ☐ غير ذلك: _____

18. كم من المال يتم تلقيه حاليًا من هذه المصادر لدعم أسرتك كل شهر؟

- 1. ☐ >\$1250 دولار أمريكي في الشهر
- 2. ☐ \$1250 - \$1999 / شهر
- 3. ☐ \$2000 - \$2999 / شهر
- 4. ☐ \$3000+ / شهر

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

19. هل أنت أو أي شخص في منزلك تتلقى حالياً أي من ما يلي؟ اختر كل ما ينطبق.

- 1. ☐ طوابع الغذاء / SNAP
- 2. ☐ خدمة الطعام / وجبة الطعام
- 3. ☐ ميديكيد
- 4. ☐ الفوائد النقدية
- 5. ☐ برنامج مساعدة الطاقة الحرارية
- 6. ☐ SSI دخل الضمان التكميلي
- 7. ☐ SSD الضمان الاجتماعي للعجزة والمعاقين
- 8. ☐ مساعدة النساء والرضع والأطفال
- 9. ☐ غير ذلك: _____
- 10. ☐ لا شيء

20. هل هناك أي شخص في منزلك لديه طلب معلق لأي من ما يلي؟ اختر كل ما ينطبق.

- 1. ☐ طوابع الغذاء / SNAP
- 2. ☐ مخزن الأطعمة / خدمة الوجبات
- 3. ☐ ميديكيد
- 4. ☐ الفوائد النقدية
- 5. ☐ HEAP برنامج مساعدات الطاقة الحرارية
- 6. ☐ SSI / SSD الضمان الاجتماعي للعجزة والمعاقين/ دخل الضمان التكميلي
- 7. ☐ WIC مساعدة النساء والرضع والأطفال
- 8. ☐ غير ذلك: _____
- 9. ☐ لا شيء

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

21. هل تنطبق أي من الأمور المالية التالية عليك؟ اختر كل ما ينطبق.

1. ☐ ديون المستهلك / بطاقة الائتمان
2. ☐ ديون قروض الطلاب
3. ☐ الرهن العقاري تحت الماء (مدين بأكثر من قيمة منزلك)
4. ☐ غير مقترض
5. ☐ لا يوجد حساب مصرفي
6. ☐ الفواتير الطبية
7. ☐ نفقة الطفل
8. ☐ غير ذلك: _____

22. ما مدى ثقتك في قدرتك على التعامل مع نفقة \$500 لحالة طوارئ، على مقياس من 1 إلى 5 ، حيث 1 يعني "غير واثق على الإطلاق" و 5 يعني "واثق جداً"؟ اختر واحدة.

1 2 3 4 5

1 = غير واثق على الإطلاق (سوف يكون النفقة عبء). 3 = واثق إلى حد ما 5 = واثق جداً (يمكنني إدارة هذه النفقات مالياً).

23. هل يفقد أي شخص في منزلك للتأمين الصحي؟ اختر كل ما ينطبق.

1. ☐ نعم ، هناك شخص بالغ أو أكثر ليس لديه تأمين صحي
2. ☐ نعم ، هناك طفل واحد أو أكثر ليس لديه تأمين صحي
3. ☐ لا ، لدينا جميعاً تأمين صحي

Resident Survey, cont'd.- Arabic version

يتعين على مجتمع شبكات الأمان في شبكة الجوال تقييمه (تابع)

24. إذا وجد تأمين ، ما هو نوع التأمين الصحي المستخدم حالياً من قبل أعضاء منزلك؟ اختر كل ما ينطبق.

- 1. ☐ التأمين الخاص
- 2. ☐ الرعاية المدارة (HMO، PPO)
- 3. ☐ الرعاية الطبية
- 4. ☐ ميديكيد
- 5. ☐ الحكومة (VA)
- 6. ☐ حساب التوفير الصحي
- 7. ☐ أخرى _____
- 8. ☐ لا أعرف / غير متأكد
- 9. ☐ لا يوجد تأمين صحي

25. خلال العام الماضي ، هل كان هناك أي وقت كنت في حاجة إلى أي من التالي ولكن لم تحصل عليه لأنك لم تستطع تحمل التكاليف؟ تحديد كل ما ينطبق.

- 1. ☐ الرعاية الصحية
- 2. ☐ الرعاية أو المشورة في مجال الصحة العقلية
- 3. ☐ العناية بالأسنان (بما في ذلك الفحوصات)
- 4. ☐ الرعاية البصرية (بما في ذلك النظارات)
- 5. ☐ وصفة طبية
- 6. ☐ النقل إلى مواعيد الطبيب أو الخدمات الصحية
- 7. ☐ أخرى: _____
- 8. ☐ لا شيء

Resident Survey, cont'd.- Arabic version

26. هل هناك أي مخاوف أو احتياجات خاصة لديك أو لدى أي فرد في منزلك؟ اختر كل ما ينطبق.

1. ☐ إشعار إغلاق المرافق
2. ☐ التعويق / الطرد
3. ☐ لا مال مقابل الطعام
4. ☐ تكلفة / توفر رعاية الطفل للعمل
5. ☐ مشاكل قانونية
6. ☐ الديون المعلقة
7. ☐ يصاب أو يهدد في المنزل
8. ☐ غير ذلك: _____
9. ☐ لا توجد مخاوف ملحّة

27. هل واجه أي شخص في منزلك صعوبة في الحصول على الخدمات الضرورية (الطعام ، الإسكان ، المرافق ، الرعاية الطبية ، إلخ) خلال العام الماضي؟

1. ☐ نعم
2. ☐ لا

28. إذا كانت الإجابة "نعم" ، فاشرح ما هي العوائق التي واجهتها. اختر كل ما ينطبق.

1. ☐ السفر للحصول على الخدمات أمر صعب
2. ☐ لا أتكلم / أقرأ الإنجليزية جيدًا
3. ☐ لا أستطيع الوصول إلى هناك خلال ساعات عمل الوكالة
4. ☐ لقد تم رفضي بسبب حدود الدخل
5. ☐ قد يكون من الصعب علي مغادرة بيتي
6. ☐ إنه أمر مزعج كثيرًا نظرًا لأن الإجراءات مربكة
7. ☐ وصول محدود للإنترنت
8. ☐ غير ذلك: _____
9. ☐ لا شيء

اختياري: إذا كنت مهتمًا بالمشاركة في مجموعة تركيز للمقيمين ، فيرجى تقديم ما يلي:

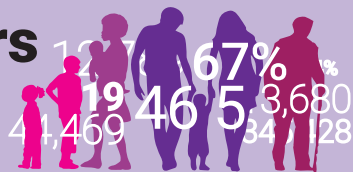
الاسم _____ رقم الهاتف _____

INSIGHTS FROM RESIDENTS **City of Lackawanna**

JUNE 2020

Numbers in Need

IN BUFFALO NIAGARA



A Mobile Safety Net Team
initiative established by
The John R. Oishei Foundation

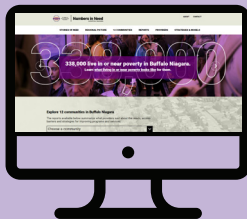


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